

WHAT IS CLAIMED IS:

1. A method for using real-time communication to obtain products and/or
5 services, comprising the steps of:

 launching a real-time chat application on a client device;

 logging into the real-time chat application;

 wherein logging into the real-time chat application initiates a discovery
operation on the client device;
10 displaying peripheral devices connected to the client device detected by
the discovery operation;

 selecting a peripheral device from the detected peripheral devices;

 displaying products and/or services for the selected peripheral device; and

 obtaining products and/or services for the selected peripheral device.
15 2. A method according to Claim 1, wherein the products and/or services
displayed for the selected peripheral device are provided to the client device by a remote
server.

 3. A method according to Claim 1, wherein the products include
consumables for the selected peripheral device.
20 4. A method according to Claim 1, wherein the services include updates
for software on the client device.

 5. A method according to Claim 1, wherein the real-time chat application
obtains status information from the detected peripheral devices.

6. A method according to Claim 5, wherein the real-time chat application transmits the obtained status information to a remote server.

7. A method according to Claim 6, wherein real-time notifications based on the obtained status information are generated by the remote server and transmitted to
5 the real-time chat application.

8. A method according to Claim 5, wherein the real-time chat application automatically obtains products and/or services based on the status information.

9. A method according to Claim 1, wherein the discovery operation further comprises detecting peripheral devices connected to the client device via a network.

10 10. A method according to Claim 9, further comprising selecting a peripheral device connected via a network.

11. A method according to Claim 10, wherein products and/or services are obtained for the selected peripheral device.

12. A method according to Claim 10, wherein the selected peripheral
15 device can be managed remotely.

13. A system for using real-time communication to obtain products and/or services, comprising:

means for launching a real-time chat application on a client device;

means for logging into the real-time chat application, wherein logging into
20 the real-time chat application initiates a discovery operation on the client device;

means for displaying peripheral devices connected to the client device detected by the discovery operation;

means for selecting a peripheral device from the detected peripheral devices;

means for displaying products and/or services for the selected peripheral device; and

5 means for obtaining products and/or services for the selected peripheral device.

14. A system according to Claim 13, wherein the products and/or services displayed for the selected peripheral device are provided to the client device by a remote server.

10 15. A system according to Claim 13, wherein the products include consumables for the selected peripheral device.

16. A system according to Claim 13, wherein the services include updates for software on the client device.

15 17. A system according to Claim 13, wherein the real-time chat application obtains status information from the detected peripheral devices.

18. A system according to Claim 17, wherein the real-time chat application transmits the obtained status information to a remote server.

19. A system according to Claim 18, wherein real-time notifications based on the obtained status information are generated by the remote server and transmitted to
20 the real-time chat application.

20. A system according to Claim 17, wherein the real-time chat application automatically obtains products and/or services based on the status information.

21. A system according to Claim 13, wherein the discovery operation further comprises detecting peripheral devices connected to the client device via a network.

22. A system according to Claim 21, further comprising selecting a
5 peripheral device connected to the client device via a network.

23. A system according to Claim 22, wherein products and/or services are obtained for the selected peripheral device.

24. A system according to Claim 22, wherein the selected peripheral device can be managed remotely.